

E-01345A-08-0172



0000096062

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2009 78538

Date: 4/27/2009

Complaint Description: 09D Rates/Tariffs - Explanation of
N/A Not Applicable

First:

Last:

Complaint By:

Tim

O'Malley

Account Name:

Tim O'Malley

Home: (000) 000-0000

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR:

State:

AZ

Zip: 85021

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

***** REFERRED FROM CHAIRMAN MAYES' OFFICE *****

*** E-01345A-08-0172 ***

Customer sent the following e-mail -

From: Tim O'Malley [mailto:[REDACTED]]
Sent: Saturday, January 03, 2009 10:56 AM
To: Mayes-WebEmail
Subject: APS rate Adjustment

Arizona Corporation Commission
DOCKETED

APR 28 2009

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 APR 28 A 8:43

RECEIVED

Kristin

APS equalizer rate adjustments do not make sense, please review and comment.

Dear Sir,

We (APS # [REDACTED]) are on an equalizer payment system with APS, they say they recalculate our payment three times per year (Desert Climate - March, June & September), there sure is a lot a spread in their numbers. A couple of points:

1. Why if they do this on a computer does it take two months for the rate adjustment to appear on our billing?
2. In the last twelve months it looks to me like we have had five rate adjustments, why?
3. I think they should show the calculation and their formulas for the calculation. Looks like a lot of shadow & mirrors to me.
4. APS appears to have very poor leadership or management skills in upper management if they cannot get my rates a little more consistent.

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5. They cannot seem to manage Palo Verde Nuclear or the Utility, they pay line men four times what a teacher makes.
6. Maybe they should start managing Pinnacle West and APS and at least manage their company as good our school districts!!!
7. Will we see a rate increase in February, after another unscheduled review?

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
\$213	236	236	236	236	236	236	219	219	219	189	189

Timothy J. O'Malley, CFM, CPSI
THE O'MALLEY GROUP

Phoenix, Arizona 85021-8752

phone: [REDACTED]

fax: [REDACTED]

e-mail: [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Dear Mr. O'Malley,

Thank you for your e-mail to Chairman Mayes. It was assigned to me on April 24, 2009 for a response. I am a Consumer Analyst in the Utilities Division.

I can have a representative in the APS Executive Office contact you regarding your concerns about the APS Equalizer Payment Plan and/or I can file your comments in the open APS rate case docket. The comments will then become a permanent part of this rate case and all the Commissioners will have the opportunity to review them.

Many of your questions are answered on the APS website at the following link -

http://www.aps.com/main/services/residential/FAQ/ResFAQ_50.html

Please let me know if you want me to have an APS representative contact you and/or if you want your comments filed in the docket.

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

4/27 - Received the following e-mail response -

Ms. Reagan

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APS had a lady send me a letter explaining the process, which I believe is flawed, in setting rates. Basically they can adjust your rates anytime they want for almost any reason. They are supposed to be only able to do it twice per year, but have many other ways around it, with lots of explanations.

The last few rate increase while the cost per kilowatt hour went up by one percentage, the cost of reading meter went up and the cost of transmission went up etc etc etc.

I really think the ACC works for APS. What is good for Marty and company is almost never good for their customers or Arizona.

Tim O'Malley

4/27 - Responded with the following e-mail -

Mr. O'Malley,

Thank you for your quick response. I will file your comments in Docket Control with the current APS rate case docket.

Your Equalizer Payment is a payment plan that works with your rate plan. It is not a flat rate and you are still responsible for the total cost of the electricity you use. Your payment is based on the average of the most recent 12 months of bills. Your account is reviewed three times per year - in March, June and September - and your payment will only change if the newly calculated payment is at least a difference of plus or minus 5 percent and plus or minus \$10 from your current Equalizer payment amount.

If you have additional questions about your account balance or Equalizer Payment, you may contact the APS Consumer Advocates office at [REDACTED] or you can e-mail me. Commission staff does not have access to any customer's records for any of the regulated utilities, but we can contact the utility for that information.

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/27/2009

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